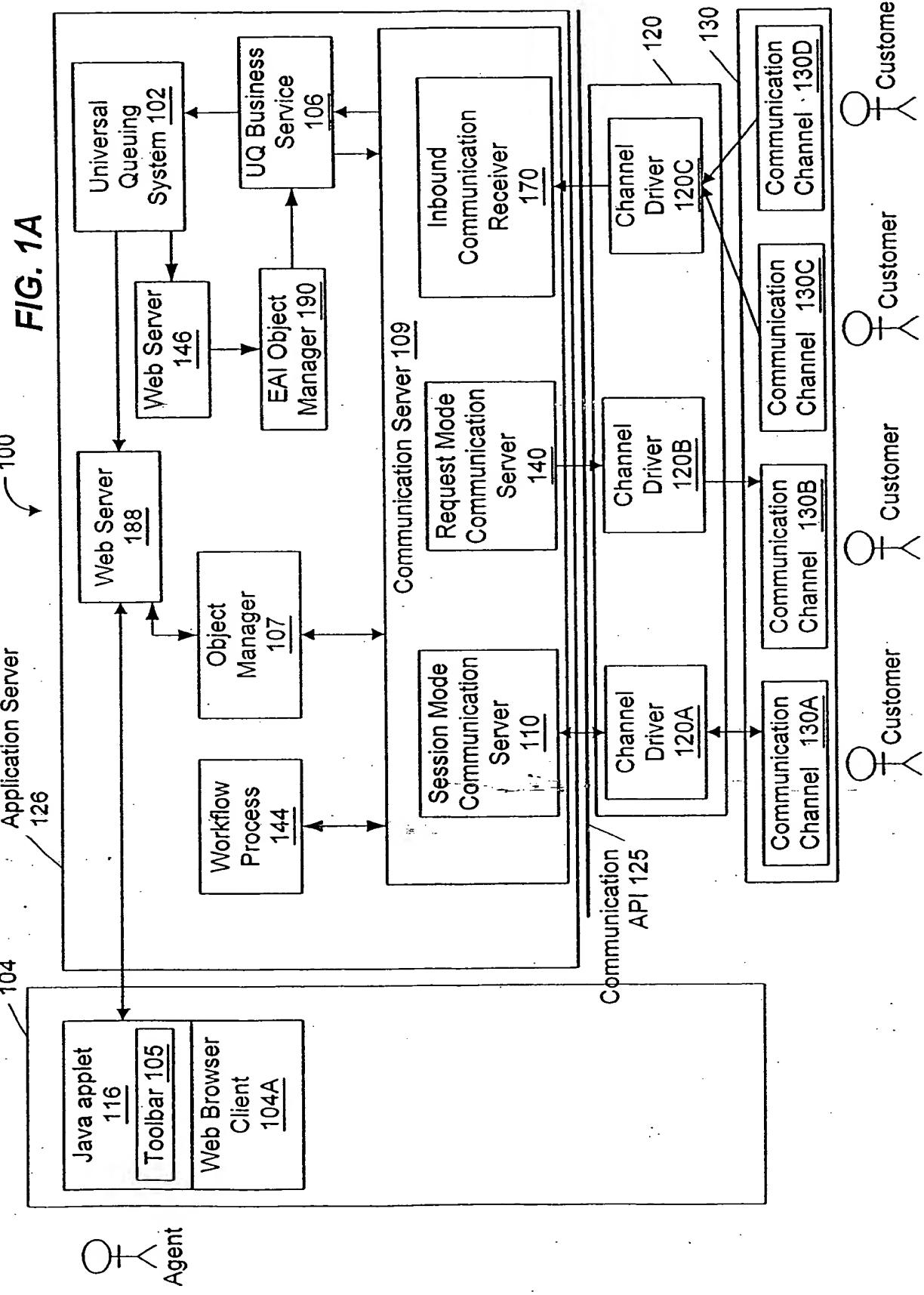


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Application Server 126 → 100
→ 104



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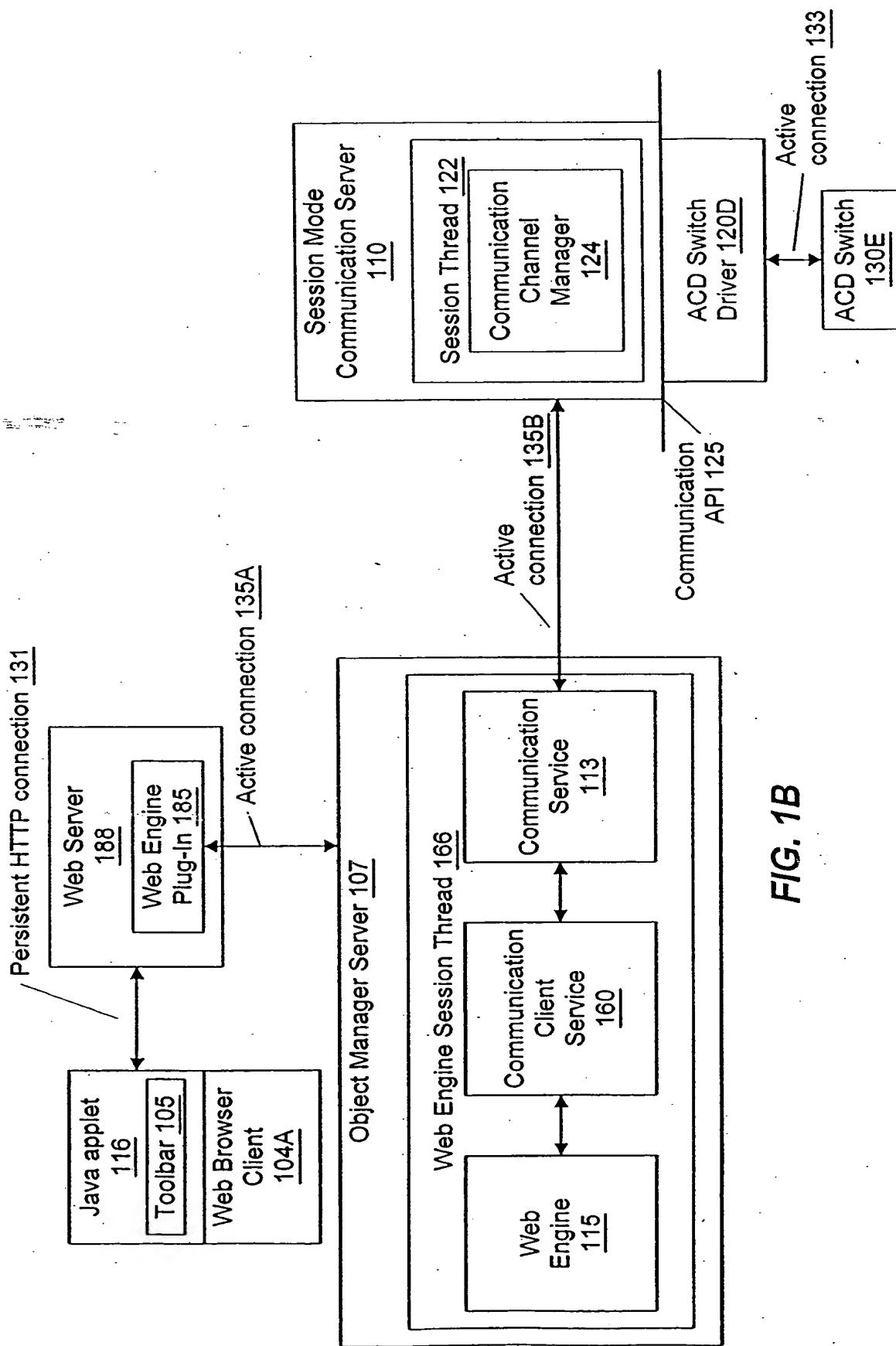


FIG. 1B

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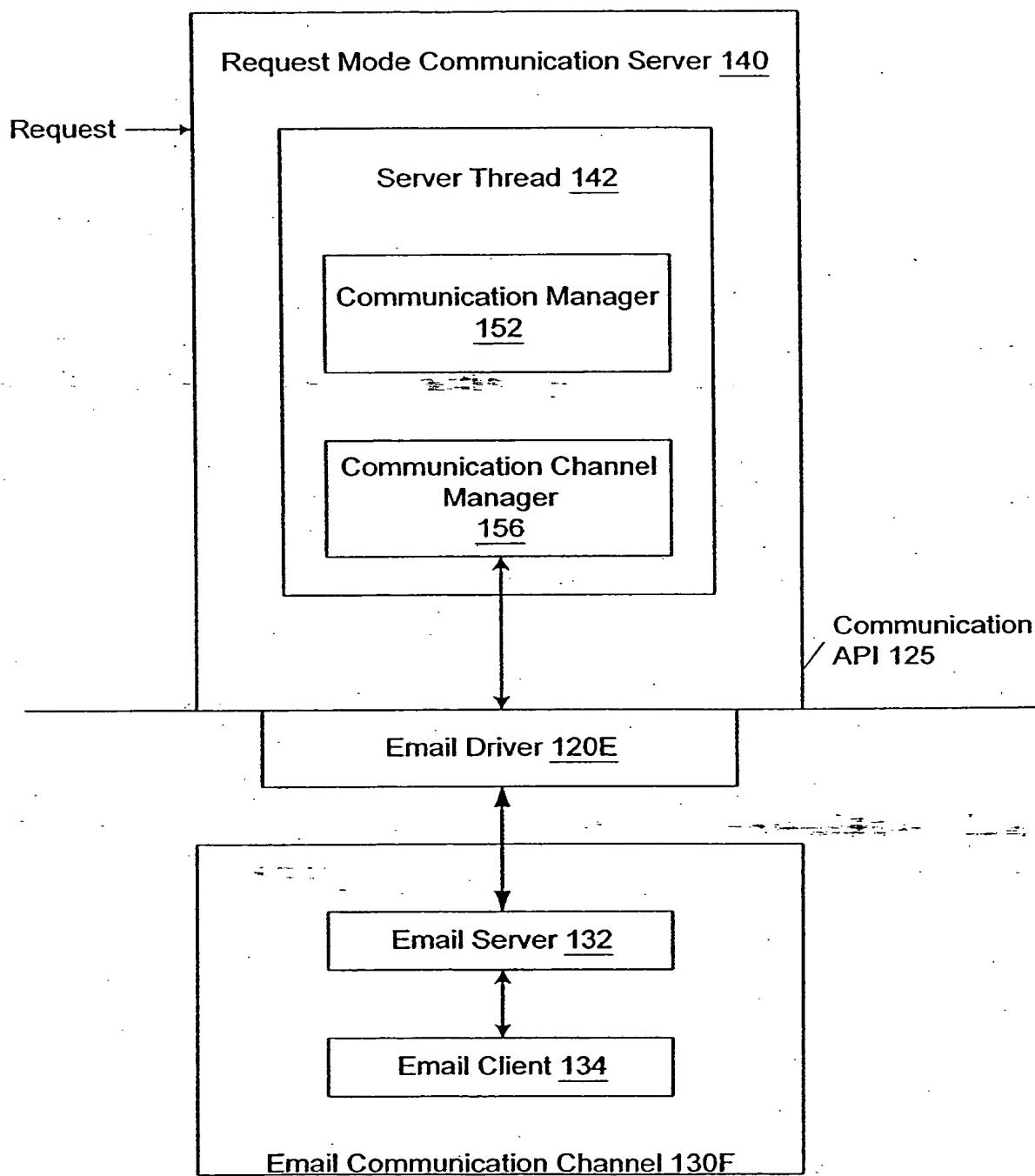
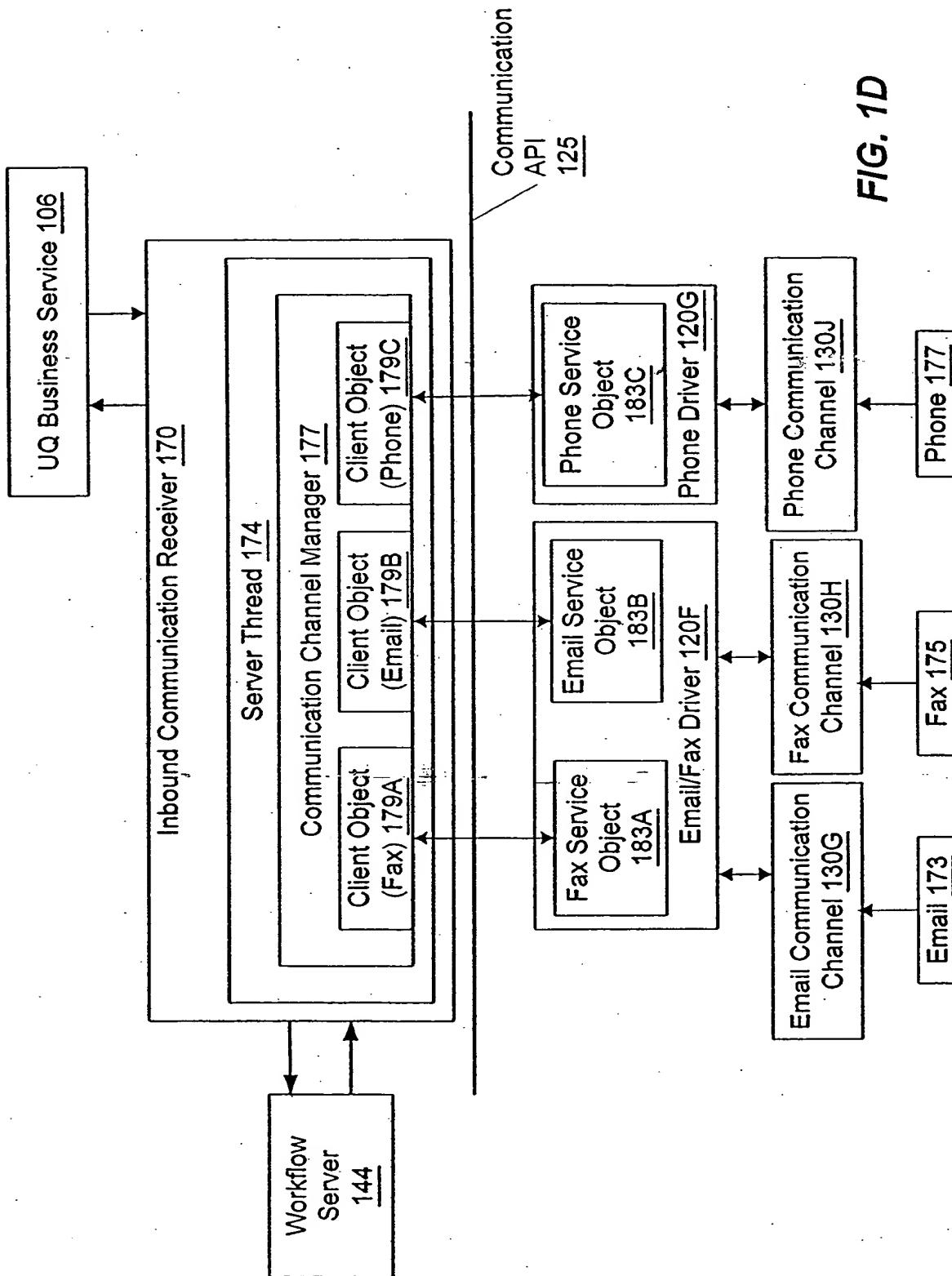


FIG. 1C

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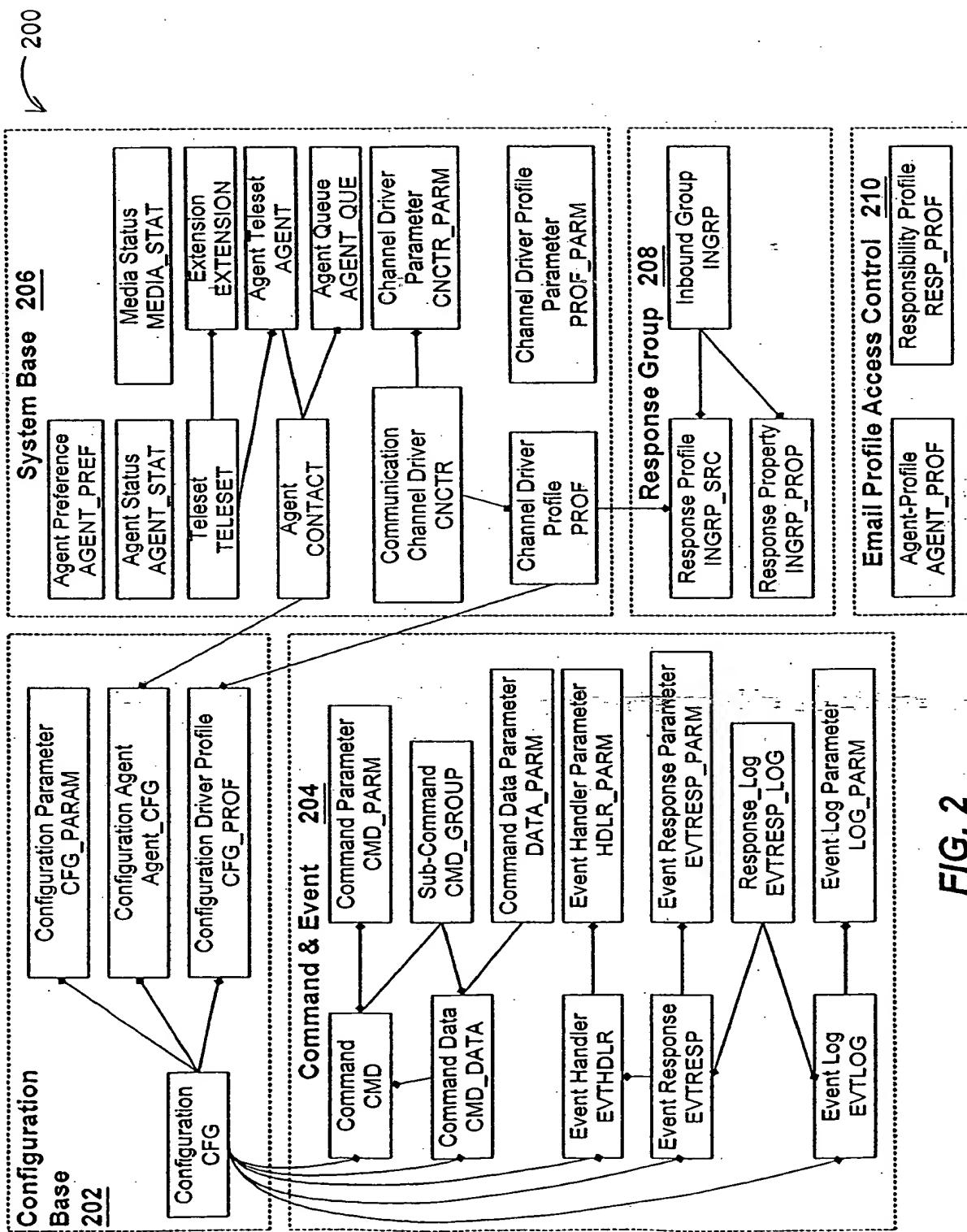
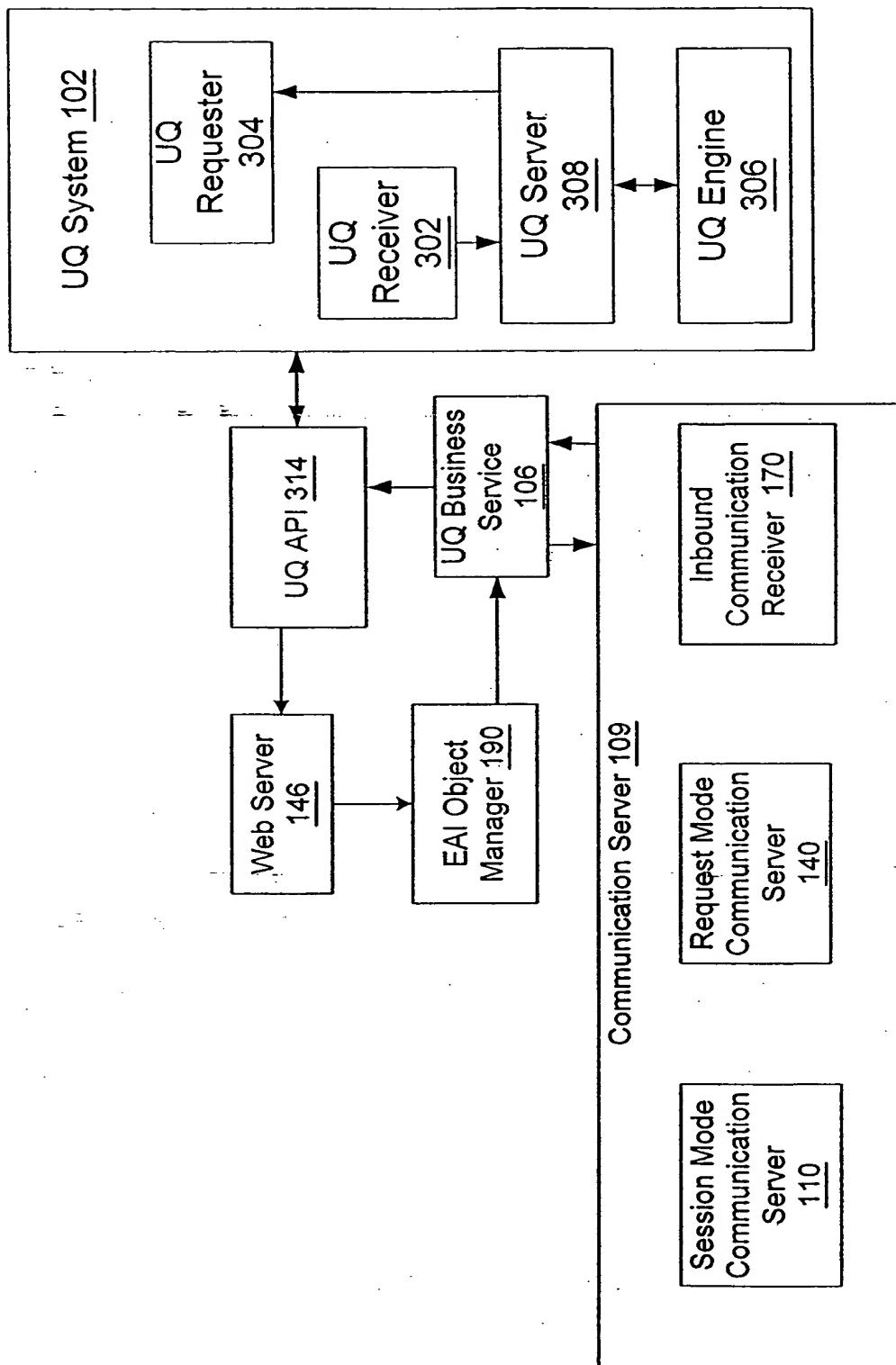


FIG. 2

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FIG. 4A: TABLE UQ_CFG

Column_Name	Type	Length	Comments
NAME	Varchar	75	
SERVER_NAME	Varchar	75	
SERVER_PORT	Number	10	
RECEIVER_NAME	Varchar	75	
RECEIVER_PORT	Number	10	

FIG. 4B: TABLE UQ_CFG_PARAM

Column_Name	Type	Length	Comments
UQ_CFG_ID	Varchar	15	
NAME	Varchar	50	
VALUE	Varchar	50	

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FIG. 4C: TABLE UQ_ROUTE RULES

Column Name	Type	Length	Comments
Rule ID	VarChar	75	User defined name of the route
PRIORITY_CD	Varchar	30	Lower the value, higher the priority.
MEDIA_TYPE_CD	VarChar	30	Select from list of values including “PBX”, “Web Chat”, “Web Collaboration”, “Fax”, “E-Mail”
MEDIA_SERVICE_LEVEL	Number	10	The number of seconds by which the majority of the work items need to be handled for a media type to which the routing rule corresponds
ACTIVE_FLG	Char	1	Indicates whether this route is active or not. If the route is not active, information for this route will not be passed to UQ engine.
SERVICE_LEVEL	Number	10	The number of seconds by which the majority of the work items need to be handled in the route
CAPACITY	Number	10	Maximum capacity of this route. Alarm is raised when the number of queued item exceeds the CAPACITY
SELECTION CRITERIA	Char		
IsContact	Boolean	1	
TIME_OUT_SCND	Number	10	Time in second in which when the work item is not server, the first escalation rule will be effective.
RouteToUnavailable	Boolean	1	Can a workitem in this route be routed to an agent who is not available?

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FIG. 4D: TABLE UQ_ROUTE_PROP

Column_Name	Type	Length	Comments
UQ_ROUTE_ID	Varchar	15	
NAME	Varchar	75	Name of the property
VALUE	Varchar	75	Value of the property

FIG. 4E: TABLE UQ_ROUTE_ESCL

Column_Name	Type	Length	Comments
UQ_ROUTE_ID	Varchar	15	
NAME	Varchar	75	Name of the escalation rules
TIME_OUT_SCND	Number	10	Time in seconds in which the escalation rule will be timed out. Zero time means waiting indefinitely.
SEQ_NUM	Number	10	Order of escalation rules

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FIG. 4F: TABLE UQ_RTESCL_RUL

Column_Name	Type	Length	Comments
ROUTE_ESCL_ID	Varchar	15	
SKILL_NAME	Varchar	50	Skill
SKILL_ITEM	Varchar	50	Name of skill items. For example "English" for Language skill. If skill item is null, it is a substitution of language from the work item data property. This is typically used when different rules for different languages are not required. Languages can be retrieved from the work item data property.
EXPERTISE	Varchar	30	Level of skill is chosen from a list of values, for example: 3 = EXPERT 2 = INTERMEDIATE 1 = NOVICE 0 = NO_SKILL

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FIG. 4G: TABLE UQ_SKL_MAP

Column_Name	Type	Length	Comments
ROUTE_PROP_NAME	Varchar	75	Route property name
ROUTE_PROP_VALUE	Varchar	75	Route property value
SKILL_NAME	Varchar	75	Skill name
SKILL_VALUE	Varchar	75	Skill value

FIG. 4H: TABLE UQ_USER_MEDIA

Column_Name	Type	Length	Comments
USER_ID	Varchar	15	Agent number
MEDIA_TYPE_CD	varchar	30	Type of media
MAX_NUM_SESSIONS	Number	10	Maximum sessions of this media type allowed for this agent.

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FIG. 4i: TABLE UQ_ROUTE_STS

Column_Name	Type	Length	Comments
ROUTE_ID	Varchar	75	
START_TS	Date Time		Start time
END_TS	Date Time		End time
SOURCE_NAME	Varchar	75	The route name
AVG_WAIT_TM	Number	10	Waiting time during the given period
AVG_HANDLE_TM	Number	10	Handling time during the period
NUM_ABANDONED_REQS	Number	10	Number of abandoned requests
AVG_ABANDONING_TM	Number	10	Average time until request is abandoned
LONGEST_WAIT_TM	Number	10	Longest waiting time in seconds
AVAIL_USER_PCT	Number	10	Percentage of available agents
AUX_WORK_USER_PCT	Number	10	Percentage of auxwork agents
TOTAL_NUM_WORKITEMS	Number	10	Total number of work items
TOTAL_NUM_UNASSIGNED_WORKITEM	Number		Total number of unassigned work items.
TOTAL_NUM_DELIVERED_WORKITEM	Number		Total number of delivered work items.
TOTAL_NUM_SERVICE_LEVEL_WORKITEM	Number		Total number of service level work items.
Comments	Varchar	250	

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FIG. 4J: TABLE UQ_MEDIA_STS

Column_Name	Type	Length	Comments
MEDIA_TYPE_CD	Varchar	30	
START_TS	Date Time		
END_TS	Date Time		
SOURCE_NAME	Varchar	75	Either the route name
AVG_WAIT_TM	Number	10	Waiting time during the given period
AVG_HANDLE_TM	Number	10	Handling time during the period
NUM_ABANDONED_REQS	Number	10	Number of abandon request
AVG_ABANDONING_TM	Number	10	
LONGEST_WAIT_TM	Number	10	Longest waiting time in seconds
AVAIL_USER_PCT	Number	10	Percentage of available agents
AUX_WORK_USER_PCT	Number	10	Percentage of auxwork agents
TOTAL_NUM_WORKITEMS	Number	10	Total number of agent if each agent handle only one work item
TOTAL_NUM_UNASSIGNED_WO_RKITEM	Number		
TOTAL_NUM_DELIVERED_WOR_KITEM	Number		
TOTAL_NUM_SERVICE_LEVEL_WORKITEM	Number		
Comments	Varchar	250	

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FIG. 4K: TABLE UQ_USER_STS

Column_Name	Type	Length	Comments
USER_ID	Varchar	15	
START_TS	Date Time	7	
END_TS	Date Time	7	
CONTACT_ID	Varchar	15	
AVAIL_PCT	Number		Percentage available
BUSY_PCT	Number		Percentage busy
AUX_WORK_PCT	Number		Percentage auxwork
NUM_COMM_ITEM_SRVD	Number		Number of work item served
Comments	Varchar	250	

FIG. 4L: TABLE UQ_ERR_LOG

Column_Name	Type	Length	Comments
Name	DateTime	7	
TYPE_CD	Varchar	30	Either alarm or error
Severity	Varchar	30	
ERROR_CODE	Varchar	10	Alarm code or error code
MSG_DESC	Varchar	250	Template for message

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FIG. 4M: S_JOURNAL

Column_Name	Type	Length	Comments
WORK_ITEM_ID	Varchar	250	Work item ID
ROUTE_NAME	Varchar	75	The name of the route. Use the actual name instead of ID because the nature of the route could be changing from time to time.

S_JOURNAL_WORKITEM_PROPERTY

Column_Name	Type	Length	Comments
JOURNAL_ID	Varchar	15	
Name	Varchar	75	Name of the property
Value	Varchar	75	Value of the property

S_JOURNAL_ESC_HIST

Column_Name	Type	Length	Comments
JOURNAL_ID	Varchar	15	
ESC_STEP_NAME	Varchar	75	
START_TIME	Date Time		Start time
END_TIME	Date Time		
RESULT	Varchar	75	

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S_JOURNAL_STATE_HIST

Column_Name	Type	Length	Comments
JOURNAL_ID	Varchar	15	
USERID	Varchar	15	
START_TIME	Date Time		Start time
END_TIME	Date Time		
AGENTSTATE	Varchar	50	
REASON	Varchar	50	

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Attorney Docket No.:
First Named Inventor:
Title:

M-11830 US
Anil K. Annadata et al.
System and Method For Multi-Channel Communication
Queuing Using Routing and Escalation Rules

The screenshot shows a Microsoft Internet Explorer window with several open tabs and forms related to route management in Siebel Call Center. The main form has sections for 'Name' (containing 'Wei Route'), 'Channel Type' (checkboxes for 'SD_Email', 'SD_Web Collaboration', and 'SD_Fax'), 'Priority' (checkboxes for '5' and '10'), 'Service Level(mins)' (checkboxes for '1' and '10'), 'Service Level(%)' (checkboxes for '98' and '100'), and 'Capacity' (checkboxes for '10' and '50'). Below this are lists of routes: 'Wei Route #2' (Temp Route, InActive Route), 'test route 2' (Fax 1, Fax#), and 'SD_Fax'. A separate 'Properties' tab is visible. Another window titled 'Call Center Home' is partially visible in the background.

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Channel	Type	Primary	Failure Recoverable	Service Level Percentage (%)	Service Level (mins)	Issue
SD_Voice	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1	3	
SD_Fax	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	12	3	
SMS	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	0.75	45	
Pager	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	0.2	12	
E-Mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	5	100	
SD_FTP	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	5	85	
Voice	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	2	90	

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Properties	Next Step	SD_Step_01
Name	Test	
Description		
Save		

Fig. 45